

NCAttrak Support

12-20-2019 Scheduling/Calendaring Update

This update enables the NCAttrak system to send an email to personnel when they are listed on a future service session scheduled in NCAttrak. This email will include details of the type of session scheduled as well as the session's date and time. The email will also include an attachment that will allow the details of the session to be easily added to most used electronic office calendars. We are excited to announce new functionality that will increase the efficiency of scheduling among MDT members and CAC staff.

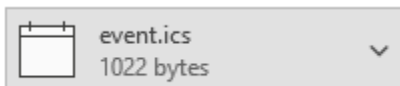
Below is an example of what the emails will look like:

From: NCA Online <donotreply@ncattrak.org>
Sent: Thursday, December 19, 2019 1:32 PM
To:
Subject: Appointment Schedule via NCAttrak

An upcoming med appointment is scheduled for December 31 2019 at 8:30 AM for the following case: <https://uat.ncattrak.org/CaseMedical?caseId=2081690>.

Clicking on the link in the email will open an internet browser and open the case with the newly scheduled session (users may need to log into NCAttrak before the case will open).

Each email will have an attachment like this:



The personnel receiving the email can click on this attachment and add the session to their calendar.

NOTE:

- An email will be generated for all future sessions including: Forensic Interviews, Medical Exams, Multidisciplinary Team Meetings, as well as Mental Health and Victim Advocacy Sessions.
- NCAttrak will send emails to the email address entered in the personnel's profile in NCAttrak.
- This emailing feature is turned on automatically for each personnel.
- Each personnel can choose to turn email notifications off in their profile. These emails may be blocked by your email provider. Make sure that your email provider has all emails from @ncattrak.org and @nca-online.org on their 'white list'.

As always, if you need to contact the NCAttrak team for any reason, you may do so at 202-548-0090 ext. 125, or ncatraksupport@nca-online.org.